

Procedure Training

Effective Date: 15 Jan 1991
Latest Revision Date: 29 Apr 1997
Owner: Michelle Baksh

PURPOSE

To define the procedure for obtaining data processing, telecommunications, and nontechnical training.

SCOPE

This procedure applies to all ITS employees.

BACKGROUND

The Management Services Group of ITS is responsible for:

1. Negotiating and administering the contracts for PC level software and application training, LAN/Microsoft certification training, and Internet training.
2. Administering the contracts and coordinating the classes for mainframe, telecommunications, and ongoing nontechnical training.
3. Coordinating and teaching voice mail training.
4. Coordinating AGRC training.
5. Coordinating and teaching STARS training.
6. Coordinating and teaching Control D training.

By centrally administering all data processing training, the quality of training can be monitored to ensure the best training is provided at a competitive cost. Management Services believes that it will provide better service if it follows a consistent procedure in obtaining training.

PROCEDURE

<u>Responsibility</u>	<u>Action</u>
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A. PC/LAN Training

Individual

Requesting Training	1. Complete an ITS Training Request form. Include manager's approval.
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	2. Forward form to ITS Training Specialist.
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Training Specialist	3. Obtain purchase order.
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	4. Register student directly with the supplier by phone.
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	5. Confirm enrollment with student.
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	6. Receive and process invoice.
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B. Mainframe, Telecommunications, Ongoing Non-Technical Training

Individual

Requesting Training	1. Request training from ITS Training Coordinator.
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Training Coordinator	2. Obtain specific details of required subject matter from requester.
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	3. Assess the need for the course statewide.
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	4. Obtain vendor proposals following State purchasing guidelines. Proposals should include supplier's course outline, cost, and schedule.
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	5. Evaluate suppliers' proposals and make recommendation.
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	6. Obtain requisition number.
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	7. Coordinate all aspects of scheduling the class with the supplier; handle registration and invoicing of attendees.
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Note: If only one vendor offers the requested training, the ITS Training Specialist may ask the requester for information about why this training is sole source. The bidding process would then be waived, and the sole source vendor would be awarded the contract.

Voice Mail

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|---------------------|----|--|
| Individual | | |
| Requesting Training | 1. | Contact ITS Training Specialist to register for training. |
| Training Specialist | 2. | Register individual. |
| | 3. | Schedule training center. |
| | 4. | Prepare and teach class. |
| | 5. | Forward Audix activation forms to Order Desk for processing. |

AGRC

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|---------------------|----|---|
| Individual | | |
| Requesting Training | 1. | Contact ITS Training Specialist to register for training. |
| | 2. | Submit purchase order to ITS Training Specialist. |
| Training Specialist | 3. | Register individual. |
| | 4. | Invoice participants. |

STARS

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|----------------------|----|---|
| Individual | | |
| Requesting Training | 1. | Contact the ITS Training Coordinator to register for training. |
| Training Coordinator | 2. | Register individual. |
| | 3. | Conduct training. |
| | 4. | Forward Authorization form to STARS Administrator for processing. |

Control D

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|---------------------|----|---|
| Individual | | |
| Requesting Training | 1. | Contact the ITS Training Specialist to register for training. |
| Training Specialist | 2. | Register individual. |
| | 3. | Conduct training. |

REVISION HISTORY

Version 1 approved by ITS management: 16 Jun 1993

Draft Written By: Michelle Baksh

Final Completed By: Todd Snarr

Version 2 approved by ITS management:

Updates procedure to reflect current practices

Draft Written By: Michelle Baksh

Final Completed By: Marianne Madsen